

# Emergencies and Counselling Services

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## Emergency Numbers

Emergency numbers are in service 24 hours a day, every day. The short numbers (3 digits) are always free. In general, the other numbers cost as much as a regular phone call.

### **General Emergency Number: 112**

This is the number for the police emergency unit. Depending on the nature of the emergency the police may alert additional services (e.g. fire department).

### **Police: 117**

This is the emergency number for the police.

### **Fire Department: 118**

This number is for the fire department.

### **First Aid / Rescue Service: 144**

This number is for the rescue service. It should be dialed only if help is needed immediately, an ambulance is necessary, or if the gravity of the situation is unclear (e.g. accident). Other medical problems should be discussed with a family doctor. Outside of regular office hours designated doctors are available in case of emergency. Available doctors are announced on doctors' answering machines or in the regional newspapers. There is also a cantonal emergency number 0900 401 501 (please note the charge: 3.23 per minute). This helpline provides medical advice and directions to the appropriate and nearest available service (doctor, hospital). Another option is directly contacting an emergency unit (hospital / emergency doctor's office).

### **Emergency Pharmacy: 0800 300 001**

This number provides information regarding which pharmacies are open for emergency service in Canton Aargau. Medication is available at these locations outside of regular office hours.

### **Emergency Dentist: 0848 261 261**

This number provides information regarding which dentist is available for emergency service in Canton Aargau. Please note that the number is only in service on weekends and holidays.

### **Poison Control Center: 145**

If one has swallowed or suspects that one has swallowed something poisonous, this number contacts doctors and trained staff. They explain how to proceed in cases of poisoning. In life-threatening situations one should dial 144 immediately. The website offers detailed information on the subject of poison/poisoning.

### **Counselling for Adults: 143**

The number 143 (Extended Hand, Dargebotene Hand) is for persons who wish to talk about any type of difficulty (in German, French, Italian). It is for crisis situations and all other problems and worries. Consultations are confidential and anonymous. Information on additional helpful resources is available. The Extended Hand can also be contacted via email or chat.

### **Counselling for Children / Young People: 147**

The number 147 is for children and young people who wish to discuss any type of difficulties (in German, French, Italian). It is for crisis situations and all other difficulties and worries. Trained staff is available round the clock. Consultations are confidential and anonymous. The helpline can also be contacted via email, text, or chat.

### **Parent Helpline: 0848 35 45 55**

The parent emergency helpline (Elternnotruf) connects persons who seek advice on parenting with trained staff. They help when one feels overwhelmed or overburdened with childcare, or when one is worried about one's own or someone else's children. One may also contact the parent helpline when one suspects that one's child or someone else's is being mentally or physically abused. Consultations are confidential and, upon request, anonymous. Contact is also possible via email. The parent helpline does not provide medical advice.

### **Domestic Abuse (Women): 062 823 86 00**

The women's shelter (Frauenhaus) Aargau/Solothurn offers round the clock advice and support for women who are subject to domestic violence. Family, friends and specialists can also contact the women's shelter. Consultations are confidential and, upon request, anonymous. The shelter can also be contacted via email. Additional information on domestic violence, including information for affected men, and contact information regarding other counselling services can be found in the section, Partnership and Children > Conflicts on [hallo-aargau.ch](http://hallo-aargau.ch).

### **Additional information (links, addresses, information sheets, brochures)**

[www.ola-aargau.ch/en/emergencies-and-counselling-services/emergency-numbers](http://www.ola-aargau.ch/en/emergencies-and-counselling-services/emergency-numbers)

## Counselling Services

Some counselling services answer general questions, others specialize in specific topics or life situations. Different regions offer different services. In general, first consultations are free of charge. In some cases, follow-up consultations are also free of charge. Some services offer consultations in foreign languages.

### General Counselling Services

The Centre for Integration in Aargau (Anlaufstelle Integration Aargau (AIA) is a central advisory service for immigrants. Staff will answer questions regarding everyday life in Switzerland and help find specialized advisory services. In addition, they help find suitable German classes and integration programmes. Consultations in various languages (via telephone or in person) can be arranged on request. Unscheduled visitors can obtain basic information and if necessary, schedule an appointment. Information and consultations are free of charge. In addition, there are general advisory services for certain foreign languages or for certain regions. The community of residence or the Anlaufstelle Integration Aargau AIA provides contact information for these services. Immigrant associations are a good source of primary information provided in one's own language.

### Community Administration / Town Administration

In many situations the place of residence's administration (community administration, Gemeindeverwaltung / town administration, Stadtverwaltung) is a good first source of information. The staff may have answers to questions or recommend a suitable advisory service. All communities in Canton Aargau have their own website. These websites provide contact information, office hours, and other information, in some cases including lists of advisory and integration services in the region.

## **Specialized Counselling Services**

Canton Aargau offers a wide variety of counselling services which specialize in certain topics or life situations. These include: age, work, status of residence, education, marriage/divorce, parenting, family, finance (debt/budget), health, domestic violence, integration, mental health, infant care, pregnancy, sexuality, addiction, social questions. The offer varies according to region. Aarau or Baden often have central services when a regional office is unavailable. Generally, first consultations are free of charge. Contact information for various services is listed according to topic on [hallo-aargau.ch](http://hallo-aargau.ch), or is provided by the Anlaufstelle Integration Aargau AIA or the community of residence. Persons who are not yet fluent in German can inquire about interpretation before visiting a counselling service. Consultations may be provided in other languages, interpreters may be available, or one may be asked to come accompanied by an interpreter.

## **Pro Bono Legal Services**

On behalf of Canton Aargau the Aargau Bar Association (Aargauischer Anwaltsverband) provides legal services. Residents are given free legal advice (short consultations). Consultations are held regularly in the 11 districts. The dates are published online or provided by the community of residence. One must attend a meeting in person. Questions will not be answered over the phone or in writing. In addition, other services provide free legal advice on a variety of topics (work, housing, marriage/family), for example, unions. Generally, time-consuming consultations will not be free of charge. The Anlaufstelle Integration Aargau AIA provides information on the various services. Some of them are listed according to topic on [hallo-aargau.ch](http://hallo-aargau.ch).

## **Race Discrimination**

On behalf of Canton Aargau the Anlaufstelle Integration Aargau AIA provides an independent counselling service for victims of race discrimination. Consultations are confidential and free of charge for residents of Canton Aargau. Consultations are possible in person or by phone.

## **Additional information (links, addresses, information sheets, brochures)**

[www.ola-aargau.ch/en/emergencies-and-counselling-services/counselling-services](http://www.ola-aargau.ch/en/emergencies-and-counselling-services/counselling-services)